START

# 1 Check your payphone

## You should find the following items:

- **a Contour 50 Payphone**
  If you ever need to contact us, you may need the serial number written on the base of the payphone. Before you fix the payphone in place, write the number in the space on page 2 of the user guide.
- **a Contour 50 Payphone notice**
- **two keys for the cash box**
  You need these keys to open the cash box and change feature settings. Please keep the spare key separately in a safe place and make a note of its number on page 2 of your user guide in case you ever need to get a replacement.
- **a label showing your PIN**
  You need your PIN to find out how much cash you've taken and change feature settings. Memorise the PIN and then destroy the label. If you ever think anyone knows your PIN, change it straight away.
- **a set of payphone signs**
- **a fixing kit to attach the payphone to a wall or table**
- **a Contour 50 Payphone user guide.**

***If any of these are missing, please call us on 0800 11 55 11 and we'll send replacements straight away.***

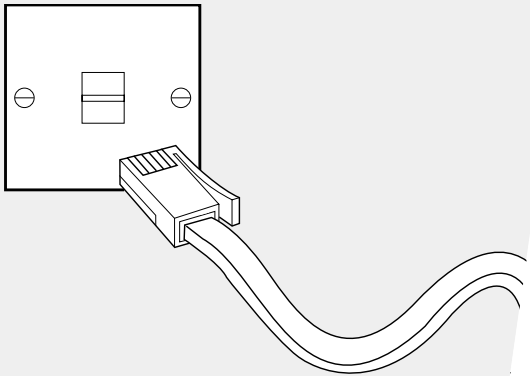
## Positioning your payphone

You'll find it best to put the payphone somewhere where you can see it and where your customers will notice it, but where they'll still have some privacy. The lead on the payphone is just under 3m long.

If you are planning to fix the payphone to a table, counter or wall, take care to put it in a place where you can still get the key into the lock and open the cash box easily. It's best to experiment with positions before you attach it permanently. If you would like any advice about the best site for your payphone, call our Payphone Sales Helpdesk on 0800 11 55 11 and we'll be happy to help.

# 2 *Plug in your payphone*

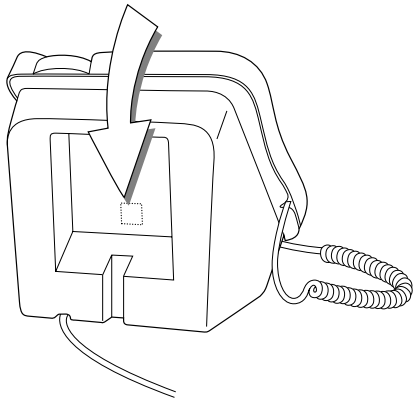
When you've chosen the best place for your payphone, plug it into the phone socket. If you don't have a phone socket that looks like this, call our Helpdesk on 0800 11 55 11, and we will arrange for one to be fitted.



**Fixing your payphone to a table or wall**

See the back of this leaflet for instructions and a drilling template.

You can fit the payphone directly over the top of the phone socket to keep the cord safe. Push out a hole in the back of the payphone, and pass the phone plug through the inside of the payphone into the socket.



Write your phone number clearly on the label and slot into the space under the handset. Click the plastic cover over the label.

## Check the time and date

Your Contour 50 Payphone uses the time and date to calculate how much to charge for calls. The time and date should already be set when you receive the payphone, but you should check to make sure they're correct. You will find instructions on how to do this on page 32 of the user guide.

# 3 Check the features

When you've plugged in the payphone, it's ready to use.

You can alter the feature settings to get more from your payphone by following the instructions in the user guide.

### *If you have any questions*

- ***contact us at www.bt.com/payphones***
- ***email us at product.help.payphones@bt.com***
- ***call us on 0800 25 25 41***
  *lines are open Mon-Sat 8am-6pm*
  *calls are free*

# 4 Put up the notice

If you are providing a payphone service, you are required by law to display a notice giving information about the payphone and call charges. We have included a payphone notice for you to fill in and display with the payphone.

### You need to add:

- The minimum fee for calls
  *This is set to 20p when you first get your payphone – for details of how to change this, see page 25 of the user guide*
- The cost of local daytime calls
  *This is set to 20p for 55 seconds when you first get your payphone – for details of how to change this, see page 24 of the user guide*
- The cost of national daytime calls
  *This is set to 20p for 55 seconds when you first get your payphone – for details of how to change this, see page 24 of the user guide*
- The cost of calls to Directory Enquiries
  *This is set to 50p when you first get your payphone – for details of how to change this, see page 28 of the user guide*
- The full address of where the payphone is located
- The name of the person who should be contacted about problems or complaints
- Whether the payphone accepts incoming calls
  *This payphone is set to accept incoming calls – for details of how to change this, see page 14 of the user guide*

***Once you have filled in all the relevant details, stick the notice up by the payphone where it can be clearly seen by callers. Remember to update it if you change any of the settings.***

# *Fixing your payphone to a wall, tabletop or counter*

If you are fixing your payphone to a wall, remember that it will be heavy when full of cash and the fixings will need to be able to take the weight. We have included four wall plugs and four long screws for you to use. Make sure the wall plugs are suitable for the type of wall you are fixing to.

If you are fixing your payphone to a table or counter, we have included two shorter screws for you to use.

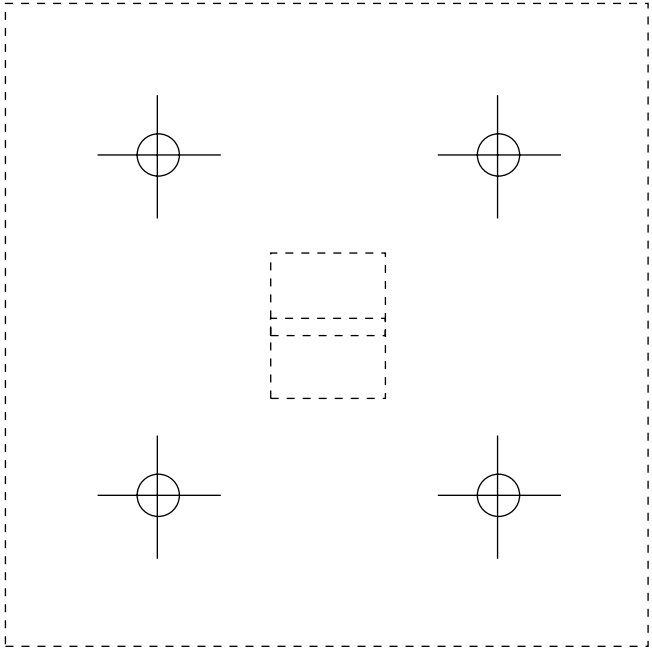
1. Lift the handset and rest it on the table or floor

   *It is easier to hold the cover open when you have put the handset to one side.*
2. Unlock the cash box and lift the cover
3. Remove the cash tray
4. Unclip the grey phone cord from the 5 clips

   *The plug is quite small, so it is best to follow the lead back to it in the cover.*
5. Gently squeeze the catch at the top of the plug, and pull it out of the socket

   *Try not to pull hard at the lead.*
6. Detach the cover from the base by squeezing the hinge pins together and lifting the cover off
7. ***Fixing the payphone to a wall***
   Drill carefully through the four indented hole points on the back of the inside of the base. Use the template from the back of this guide to mark and drill corresponding holes in the wall. Push the wall plugs in and screw the payphone base to the wall

   ***Fixing the payphone to a table***
   Remove the rubber feet from the base of the payphone. Drill carefully through the two indented hole points on the inside of the base. Place the payphone on the table and mark the position of the holes. Drill the table holes. Screw the payphone base onto the table
8. Attach the lid to the base in the same way you removed it, making sure the coin slot is outside the base
9. Plug the phone cord back into the cover, making sure it clicks into place. Clip the grey phone cord back into the clips
10. Replace the cash tray and make sure the dark grey handset cord is in the channel on the left side of the base. Close and lock the cover.



# *Wall fixing template*

PHME 38048

***Welcome to your new BT Contour 50 Payphone. This leaflet will help you as you unpack and set up your phone.***